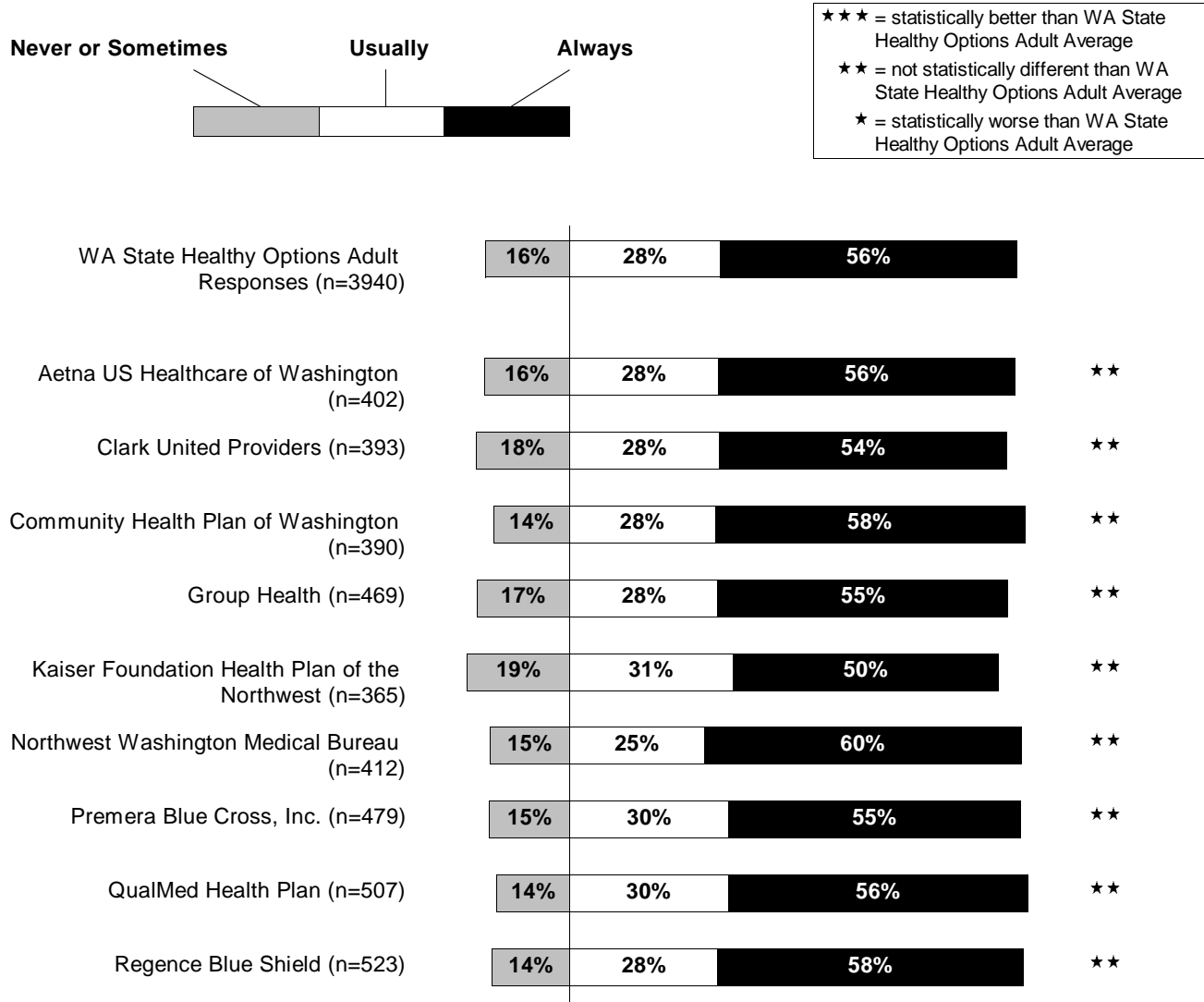


Doctors Who Communicate

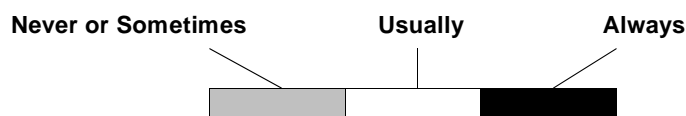
This chart summarizes the responses to survey questions 31, 33, 34, and 35 contained in the composite, "Doctors Who Communicate." Individual question-level responses immediately follow.



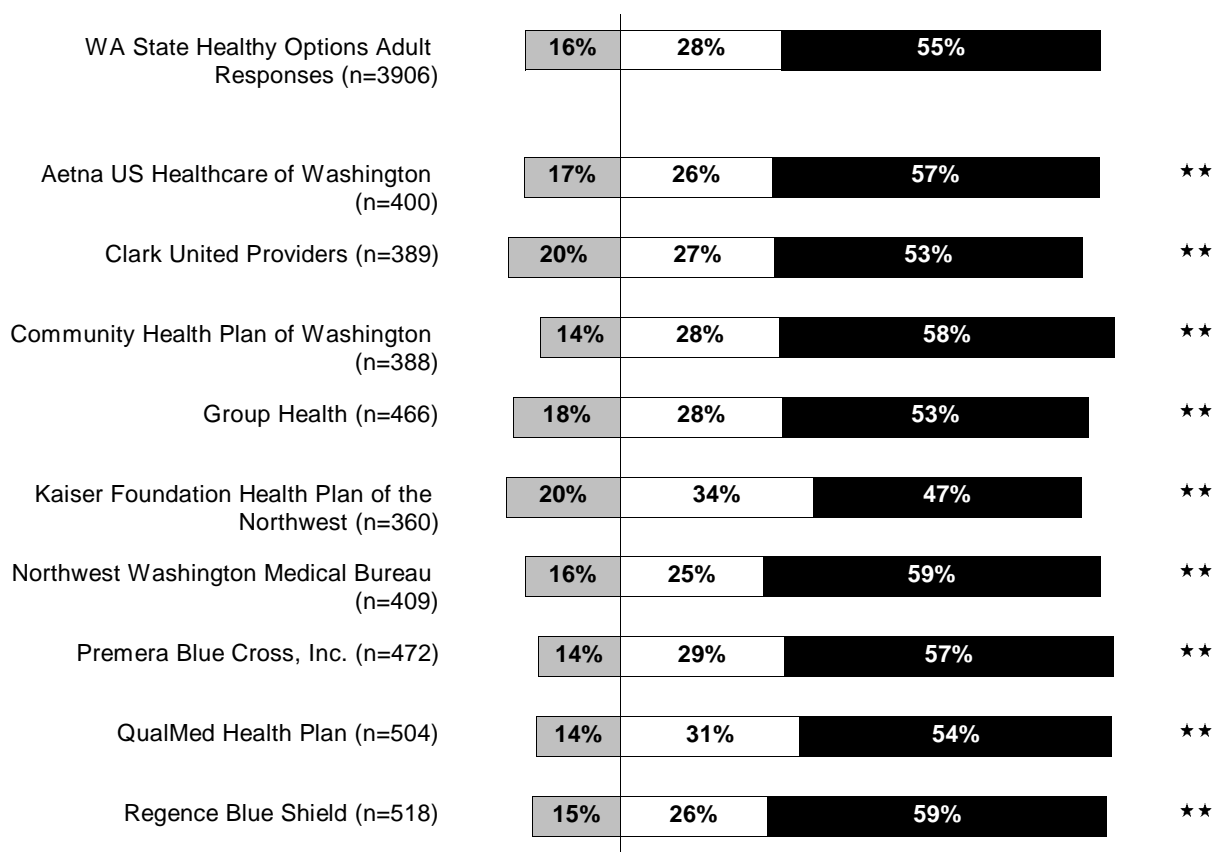
NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Results are case-mix adjusted. To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar. Please see the detailed methodology appendix for additional information. Statistical tests are calculated on the case-mix adjusted scores, not the frequency distribution of the unadjusted responses.

Doctors Who Communicate

Q31. "In the last 6 months, how often did doctors or other health care providers listen carefully to you?"



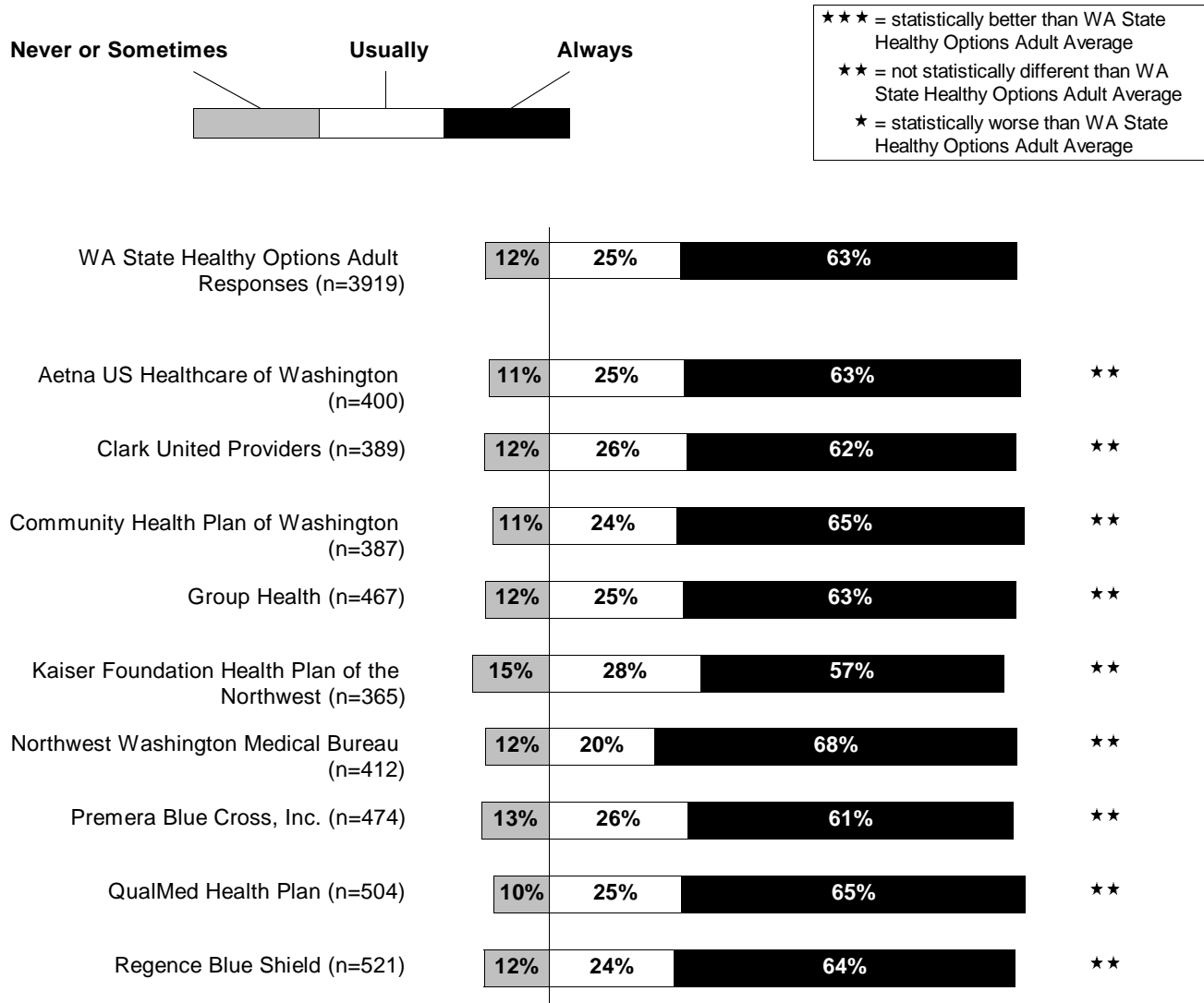
★★★ = statistically better than WA State Healthy Options Adult Average
 ★★ = not statistically different than WA State Healthy Options Adult Average
 ★ = statistically worse than WA State Healthy Options Adult Average



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Results are case-mix adjusted. To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar. Please see the detailed methodology appendix for additional information. Statistical tests are calculated on the case-mix adjusted scores, not the frequency distribution of the unadjusted responses.

Doctors Who Communicate

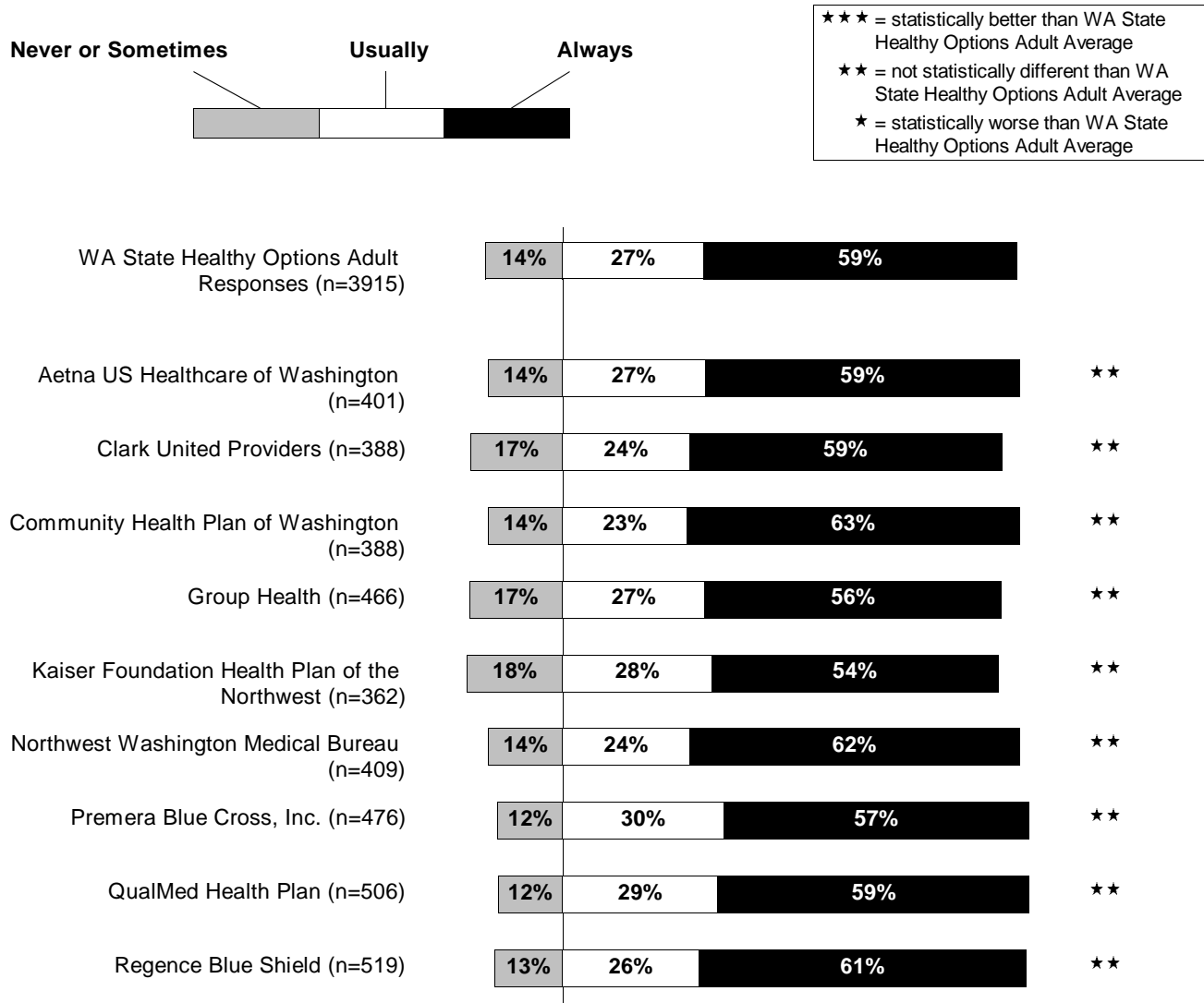
Q33. "In the last 6 months, how often did doctors or other health providers explain things in a way you could understand?"



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Results are case-mix adjusted. To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar. Please see the detailed methodology appendix for additional information. Statistical tests are calculated on the case-mix adjusted scores, not the frequency distribution of the unadjusted responses.

Doctors Who Communicate

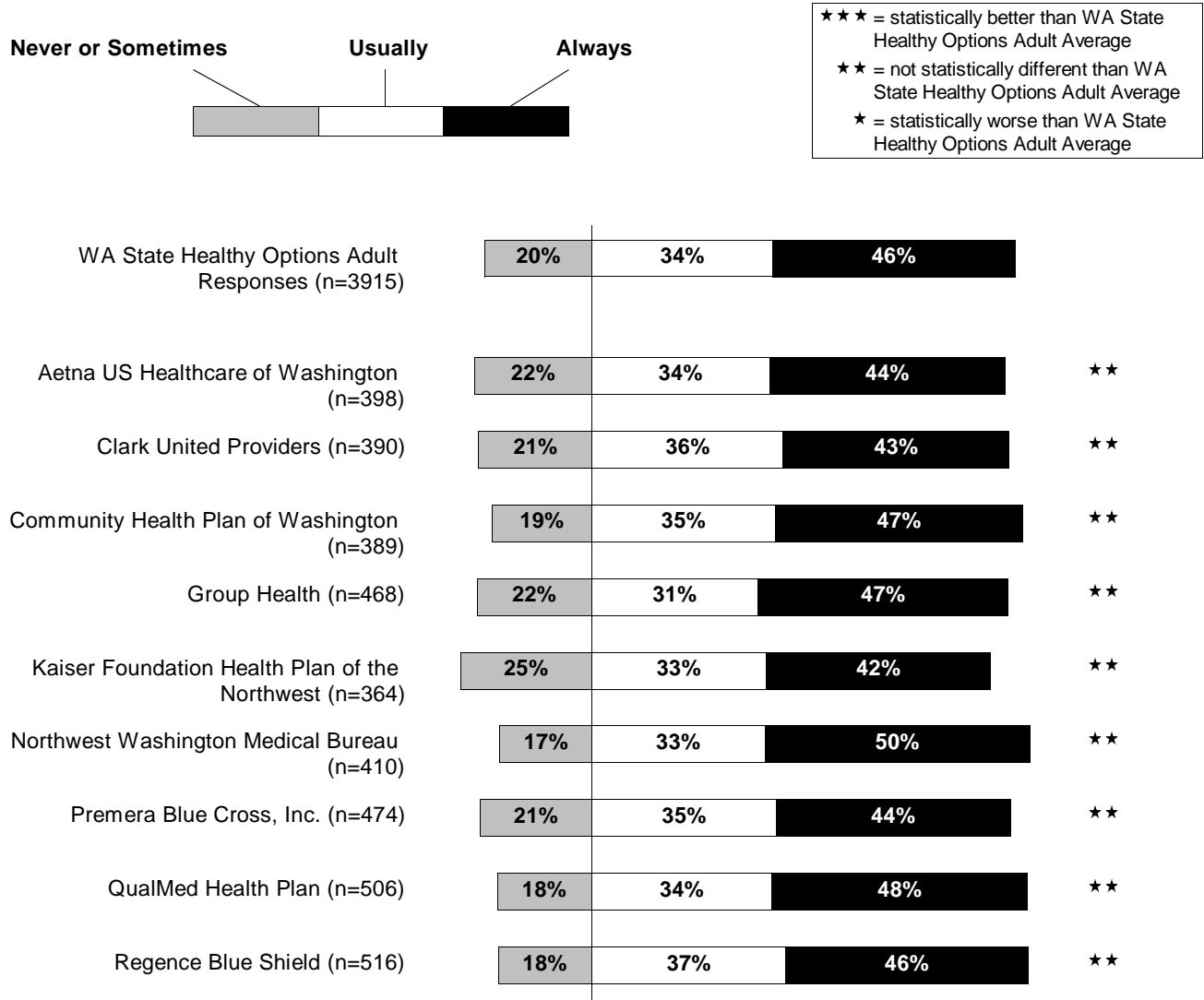
Q34. "In the last 6 months, how often did doctors or other health providers show respect for what you had to say?"



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Results are case-mix adjusted. To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar. Please see the detailed methodology appendix for additional information. Statistical tests are calculated on the case-mix adjusted scores, not the frequency distribution of the unadjusted responses.

Doctors Who Communicate

Q35. "In the last 6 months, how often did doctors or other health providers spend enough time with you?"



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